

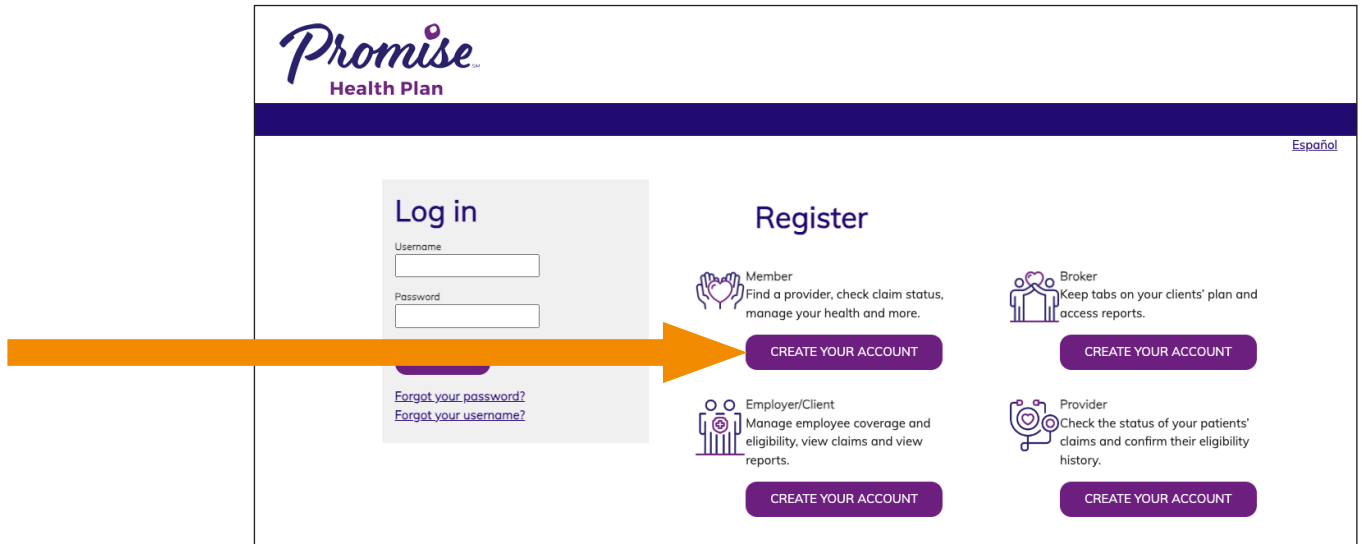


A Member's Guide To Registering on the myPromiseHealthPlan.com Member Portal

To register as a member on the **myPromiseHealthPlan.com** member portal for the first time, you will need to follow these steps:

Step One: Create an Account

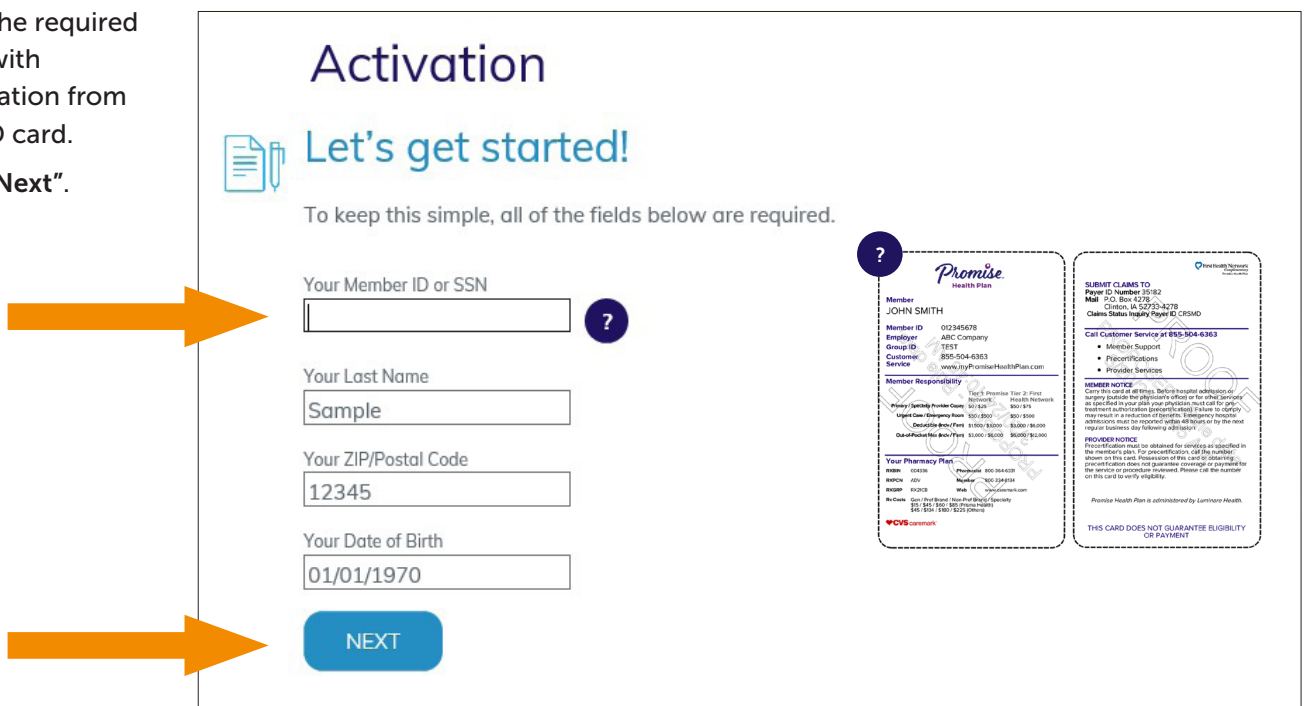
Go to the **myPromiseHealthPlan.com** member portal and select the **Create Your Account** button under the Participant section. Each plan member will need to create their own account.



Note: If at any time, you forget your username or password, you can select the appropriate link under the login button on the home page, and then follow the prompts.

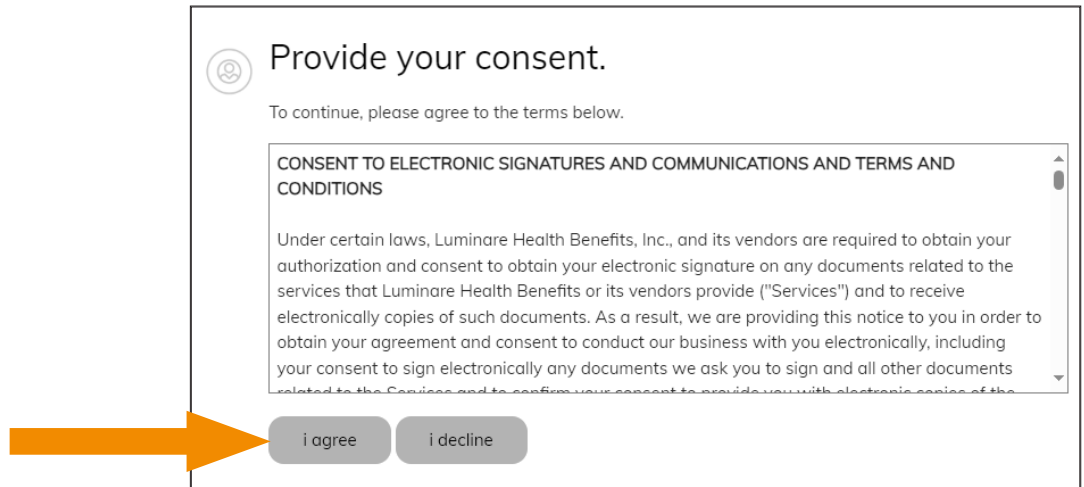
Step Two: Activation

- a. Enter the required fields with information from your ID card.
- b. Click "Next".



Step Three: Provide Your Consent

Click "I agree" to accept the consent to electronic signatures and communications and terms and conditions.



Provide your consent.

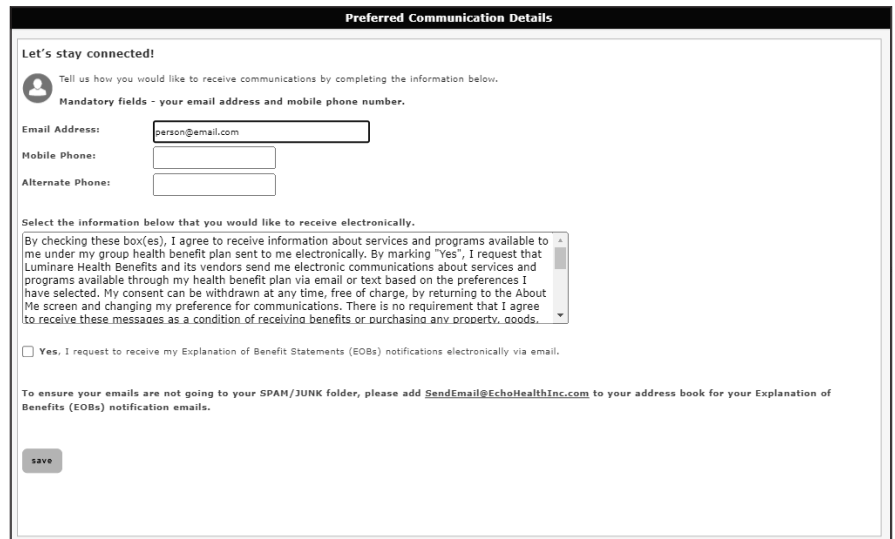
To continue, please agree to the terms below.

CONSENT TO ELECTRONIC SIGNATURES AND COMMUNICATIONS AND TERMS AND CONDITIONS

Under certain laws, Luminare Health Benefits, Inc., and its vendors are required to obtain your authorization and consent to obtain your electronic signature on any documents related to the services that Luminare Health Benefits or its vendors provide ("Services") and to receive electronically copies of such documents. As a result, we are providing this notice to you in order to obtain your agreement and consent to conduct our business with you electronically, including your consent to sign electronically any documents we ask you to sign and all other documents related to the Services and to confirm your consent to provide you with electronic copies of the

Step Four: Contact Information

Enter your contact information in the fields below. You must enter your email address and at least one phone number.



Preferred Communication Details

Let's stay connected!

Tell us how you would like to receive communications by completing the information below.

Mandatory fields - your email address and mobile phone number.

Email Address:

Mobile Phone:

Alternate Phone:

Select the information below that you would like to receive electronically.

By checking these box(es), I agree to receive information about services and programs available to me under my group health benefit plan sent to me electronically. By marking "Yes", I request that Luminare Health Benefits and its vendors send me electronic communications about services and programs available through my health benefit plan via email or text based on the preferences I have selected. My consent can be withdrawn at any time, free of charge, by returning to the About Me screen and changing my preference for communications. There is no requirement that I agree to receive these messages as a condition of receiving benefits or purchasing any property, goods.

Yes, I request to receive my Explanation of Benefit Statements (EOBs) notifications electronically via email.

To ensure your emails are not going to your SPAM/JUNK folder, please add SendEmail@EchoHealthInc.com to your address book for your Explanation of Benefits (EOBs) notification emails.

Step Five: Verification

- Click **“Start”** next to the communication method you would like to verify and a code will be sent to the email address or mobile phone number you provided.
- Enter the verification code in the indicated field.
- Click **“Next”** to continue

The first screenshot shows the 'Verification' screen with the instruction: 'We will need to verify your information before continuing. Select ONE method below to verify. A code will be sent to the email address or mobile phone number you provided.' There are two options: 'Email Address' with a 'START' button and 'Mobile Phone' with a 'START' button. An orange arrow points to the 'START' button for Email Address.

The second screenshot shows the same screen after selecting 'Mobile Phone'. A grey box prompts: 'Please enter the verification code that has been sent to your Mobile Phone in the field below.' There are input fields for 'Email Address', 'Mobile Phone', and 'Verification Code'. 'START' buttons are next to the first two fields, and a 'VERIFY' button is next to the 'Verification Code' field. An orange arrow points to the 'VERIFY' button.

The third screenshot shows the same screen after successful verification. A grey box displays: '✓ Your code is correct! Click 'Next' below to continue.' The 'Email Address' and 'Mobile Phone' fields are now greyed out. A 'NEXT' button is at the bottom. An orange arrow points to the 'NEXT' button.

Step Six: Personalization

Create your profile by choosing a user name and password. Answer three security questions and click **“Next.”**

The 'Personalization' screen has the instruction: 'Create your profile.' It includes fields for 'User Name', 'Password' (with a note 'At least 8 characters'), and 'Re-enter Password'. Below these are three security questions, each with a dropdown menu for the question and an 'Enter your answer' field. A 'NEXT' button is at the bottom. An orange arrow points to the 'NEXT' button.

Once you're registered on this site, please be sure to bookmark it as a favorite, and return directly to the myPromiseHealthPlan.com member portal for all future visits.

